

The Human Experience: Getting Your HCAHPS 11/11 Every Time

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HCAHPS

Hospital Consumer Assessment of Healthcare Providers and Services



Why HCAHPS?

- Briggs K, Sharma L, Chandrasekaran A, Douglass, C, Aroh, D, Finefrock, D (2018) review:
 - October 2012 Centers for Medicare and Medicaid Services (CMS) began recognizing hospitals that provide high quality care through value based purchasing program (VBP)
 - Funding for programs come from Diagnosis-Related Group (DRG) payments
 - HCAHPS Scores determine 25% of total VBP



What is the patient experience like?



Every Interaction Matters

- Patients experience multiple touch points through their hospital stay and through every interaction they see if they can TRUST us.
- When you work in a hospital no matter what your role is you matter and you impact the lives around you.
- How can you purposefully make a difference?



Purposeful Behaviors

- **AIDET**
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank
- **Patient Information Board**
 - Keep patients informed
 - Write down questions that patients may have for the MD



Purposeful Behaviors

- Hourly Rounding on Patients in the Hospital
 - Purposefully addressing specific needs:
 - Pain, Position, Personal (bathroom needs), environment assessment
 - Have I answered all of your questions/your families questions?
 - Is there anything else that I can do before I leave the room?
- Medication Education
 - “M” in the Box
- Physician Partnership
- Service Recovery
- Effective Discharge Planning
 - Commit to Sit while reviewing instruction
 - Provide instructions on admission and gradually review through stay when applicable



Leadership Support

- Briggs et. al (2018) demonstrate that leadership support through customized training programs.
 - hybrid training
 - video education
 - bedside observation lead to improvements in HCAHPS Scores



Leadership Support

- Neville, DiBona, Mahler (2016) conducted an exploratory study evaluating nurses perceptions of hourly rounding on five medical-surgical units in a community hospital setting
 - Identified that nurses find rounding to be beneficial to nurse and patients
 - Barriers identified to regular interval rounding
 - New admissions
 - Administering blood transfusions
 - Analysis revealed leadership support was instrumental in successful rounding practice.



Summary

- People at the center of caring experience
 - Patients & Teammates
- Purposeful interaction and communication
- Ongoing education
- Leadership Support



References

- Briggs K, Sharma L, Chandrasekaran A, Douglass, C, Aroh, D, Finefrock, D (2018). The effect of a hybrid training program. *Nursing Management*; 49 (2) 51-53.
- Neville, DiBona, Mahler (2016). Validation of the Nurses' Perception of Patient Rounding Scale: an exploratory study of the influence of shift work on nurses' perception of patient rounding. *Jour Ortho Nursing*; 35 (2) 84-91.

